

POLICY & FINANCE COMMITTEE

31 MARCH 2022

RESPONSIVE REPAIRS POLICY

1.0 Purpose of Report

1.1 For the Committee to approve the new Responsive Repairs policy, attached as an **appendix** to the report.

2.0 Background Information

2.1 This policy applies to council rented homes and all communal areas of stock managed by Newark and Sherwood District Council, including leasehold properties.

2.2 This policy closes a gap that was identified when the housing services came back into the Council. It covers all responsive repairs, including general build, mechanical and electrical (M&E), communal heating, lighting, boosted water systems, fire related works, door entry systems and lifts.

2.3 Servicing of domestic boilers, statutory compliance, cyclical, void and planned maintenance are not included in this policy as they are covered by their own specific policies.

2.4 Key elements of the policy include:

- a) Service standards (Section 2 page 1)
- b) Definition of a responsive repair (Section 4 pages 2 - 3)
- c) Rights and responsibilities (Section 5 pages 3 – 7)
- d) Repair priority and timescales (Section 6 pages 7 – 9)
- e) Rechargeable Repairs (Section 9 page 12)

2.5 There has been extensive consultation with involved tenants in drafting this policy.

3.0 Proposals

3.1 The new Responsive Repairs policy is attached to this covering report.

3.2 Briefing sessions on the new policy with tenants and relevant colleagues will be designed and delivered following the policy being approved.

4.0 Financial Implications (FIN21-22/8098)

4.1 There are no financial implications resulting from this report.

5.0 Digital Implications

5.1 There are no digital implications arising from this report.

6.0 Equalities Implications

6.1 There are no direct equalities implications arising from this report and our response to repair requests is to consider the individual circumstances of the customer when appointing repairs.

7.0 Comments from Housing Advisory Group (HAG) / Homes & Communities Committee

7.1 At HAG on 28 February 2022, representatives commented that this was a comprehensive policy that sets out everyone's responsibilities. They encouraged the Council to use common sense when applying this policy and identified an amendment to the Policy around repairing and replacing handles and hinges on kitchen doors (which has been changed).

7.2 The Homes & Communities Committee considered the policy at their meeting held on 14 March 2022, and recommended to the Policy & Finance Committee for approval.

7.3 As this is a new policy, they recommended that its performance is reviewed in a year's time.

8.0 RECOMMENDATION

That the Responsive Repairs Policy be approved.

Reason for Recommendation

To provide clear guidance for all on repairing responsibilities for Council owned stock.

Background Papers

Nil.

For further information, please contact Caroline Wagstaff on Ext 5520.

Suzanne Shead
Director – Housing, Health & Wellbeing